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**A health and wellness newsletter  
from UnitedHealthcare**

**volume 3, number 5**



**Get checked on  
National Women's Check-Up Day,  
Monday, May 12, 2008.**



connection

# Health Statement

## New features help you better manage your health

The new health statement is just one more way UnitedHealthcare is trying to make it easier to understand your health benefits. Now, instead of receiving multiple Explanations of Benefits, you will receive one health statement.

**Your recent health benefit plan activity**

Member Name	Provider	Date of Service	Type of Service	Amount
JOHNSON, JANE	JOHN STORK, MD	07/12/07	MEDICAL	\$82.00
JOHNSON, JANE	JOHN STORK, MD	07/20/07	MEDICAL	\$44.00
JOHNSON, JANE	DARCY CHILDRESS	07/16/07	MEDICAL	\$107.81
JOHNSON, JANE	Suppressed for Member's Privacy	07/21/07	PHARMACY	\$20.00
<b>TOTAL</b>				<b>\$243.81</b>

**Pay your provider:**  
Amount you will pay your health care providers directly when they bill you.

A health statement is a summary of your recent claims, plus remaining balances for deductibles and out-of-pocket expenses in one easy-to-read format. It provides a picture of your healthcare spending, plus includes meaningful tips to help you use your benefits.

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A health statement will be mailed within 15 days if you received care and you need to pay for a part of the service. However, if you received care and your plan pays in full, you will receive a Health Statement in the mail within 30 days that shows the service you received and the amount that was paid. And, if you'd like to view your claims activity more frequently, you can log on to myuhc.com at any time day or night.

**Date of Service** 11/10/07  
**Member** JOHNE  
**Provider** JOHN STORK, MD  
**Claim Number** 0608908336  
**Type of Service** MEDICAL

\$40.00	\$0.00	...	...	...	\$40.00	\$40.00
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THIS CLAIM WAS PROCESSED ON COBRA  
 THESE CHARGES HAVE BEEN APPLIED TO THE MEMBER'S ANNUAL DEDUCTIBLE. THE MEMBER IS RESPONSIBLE FOR PAYING THE PROVIDER ALL CHARGES THAT ARE APPLIED TO THE ANNUAL DEDUCTIBLE. PLEASE FORWARD THIS NOTICE TO YOUR PROVIDER.  
 For more detail on this claim, please see additional information listed further in this document or you can view online at myuhc.com.

**Improved design.** Gives you the information you need in a clear, concise lay-out. Saves you time when looking for specific items.

	Originally Billed by Provider	Health Plan Discount	Paid by HBA	Paid by PSA	Paid by Health Plan	You Owe the Provider	Applied to Your Deductible
LABORATORY SERVICES	\$14.00	-\$1.00	...	...	...	\$14.00	\$14.00
LABORATORY SERVICES	\$20.00	...	...	...	...	\$20.00	\$20.00
TOTAL	\$40.00	-\$1.00	\$0.00	\$0.00	\$0.00	\$44.00	\$44.00

WE HAVE APPLIED THIS PROVIDER'S NEGOTIATED FEE TOWARDS YOUR DEDUCTIBLE. YOU HAVE NOT YET MET YOUR DEDUCTIBLE AMOUNT, THEREFORE ADJUSTMENTS ARE PAYABLE.

**Details for Claim:**  
 Provides specific information on how claims are processed. This is especially helpful if you are covered by more than one benefit plan and need to file a Coordination of Benefits claim. Details for Claim information only appears if you need to pay for part of the services you received.



**The gift packs are worth \$350 each and contain:**

- 8GB iPod® nano (with video)
- Nike+ ready shoes
- Nike+ iPod® Sport Kit

**For more details, visit:  
[nutsabouthealth.ga.gov](http://nutsabouthealth.ga.gov)**

## Wellness at Work

### Department of Community Health Launches “Georgia’s Nuts About Health” Wellness Initiative

The Department of Community Health (DCH) wants to help motivate State Health Benefit Plan (SHBP) members to get fit and take charge of their health. That’s why they are raffling off 600 Nike+ Runner’s gift packs.

All employees, retirees and spouses enrolled in the SHBP are eligible. In order to participate in the end of the year drawing, members must:

1. Complete a Health Assessment – AND
2. Complete one of the online health coaching modules

UnitedHealthcare members can take the online Health Assessment by logging on to myuhc.com, selecting the ‘Health & Wellness’ tab on the upper right side of the page, then clicking on ‘Take a Health Assessment’ in the middle of the page. After reading the instructions, click on the purple button, ‘Launch the Health Assessment.’

UnitedHealthcare members may also sign up for one of the health coaching programs by logging into myuhc.com, selecting the ‘Health & Wellness’ tab on the upper right side of the page, then clicking on the ‘Online Health Coach’ under the ‘Personal Health Center’ on the top of the page. Members will be asked a few questions and then be invited to participate in one of the coaching programs. Each program takes 5 weeks to complete. You must complete all 5 weeks to be eligible to win.

**Deadlines for completing both steps:** November 1, 2008

**600 winners announced:** December 1, 2008

Members that completed an online health coaching module or health assessment during 2008 are already eligible to win. Please email any UnitedHealthcare related questions to [HealthyGA@uhc.com](mailto:HealthyGA@uhc.com).

The DCH will seek volunteers from the 600 winners (the Health Nuts) to be champions of the wellness cause, and results will be tracked on a group level, with an end of year recognition celebration in Atlanta.

**Your risk for osteoporosis increases with age. While this list is not all-inclusive, you may also have an increased risk for osteoporosis if you:**

- Have a family history of osteoporosis
- Are thin or have a small frame
- Go through menopause early
- Are Caucasian or Asian
- Don't get enough calcium
- Don't exercise regularly
- Smoke
- Take certain medications. (If in doubt, ask your doctor.)

## Osteoporosis

Osteoporosis is a condition in which your bones lose density and become more fragile and easier to break. A broken bone is usually the first sign of osteoporosis. The bones in the hip, wrist, or spine are the most vulnerable for women.

### Keep your bones stronger – longer

Most bone is built up by the time you're 30. But you can still build up your bone strength and reduce your risk of osteoporosis at any age.

- **Get your calcium.** Talk to your doctor about your specific needs. You can find calcium in foods such as milk, yogurt and cheese. Oysters, sardines, salmon, broccoli, turnip greens, tofu and almonds are also good sources of calcium. Calcium supplements may also help if you're not getting enough calcium in your diet.
- **Get checked.** Ask your doctor about getting screened, or look for bone density screening tests at health fairs.
- **Don't forget vitamin D.** Vitamin D helps you absorb calcium. Your body makes vitamin D when your skin is exposed to sunshine. You can also get vitamin D from foods like milk, fortified cereal and canned salmon.
- **Exercise regularly.** Try weight-bearing exercises to make your bones stronger, such as walking, hiking, jogging, stair-climbing, tennis, dancing or strength training. Regular exercise can also improve your balance. However, remember to talk with your doctor before starting a new exercise program.
- **Quit smoking.** This is not only good for your bones but for your overall health as well. UnitedHealthcare offers a free, online smoking cessation program on the health and wellness page of myuhc.com, as well as discounts on nicotine replacement therapy to help you "kick the habit".
- **If you drink alcohol, do so in moderation.**
  - **Ask your doctor about medication options.** If you have several risk factors, or tests have shown that you have bone loss, you may benefit from medication.





There are ways to  
relieve the effects  
of menopause.  
Be sure to get  
enough calcium  
and vitamin D



## Understanding and Managing Menopause

Menopause is a normal part of aging and marks the close of a woman's reproductive life. It usually occurs around age 51 and is defined as one full year without a menstrual cycle.

### Some common symptoms of menopause include:

- **Hot flashes.** About 85 percent of women have hot flashes during menopause. A hot flash is a sudden feeling of heat that rushes from the core of your body to the neck, face, arms and feet. Your heart rate may increase, and you may begin sweating. Hot flashes can also be followed by chills.
- **Vaginal changes.** As estrogen is lost, the tissues of the vagina and vulva become thin and dry. Intercourse can become painful. Also, the vagina can become inflamed or irritated.
- **Urinary tract changes.** Some women experience bladder infections or incontinence. It may be painful to urinate, or you may need to urinate more frequently or feel more urgency.
- **Changes in sexuality.** During menopause, the ovaries stop making testosterone. Decreased testosterone can result in reduced sex drives.
- **Night sweats.** When hot flashes occur during sleep, they may interrupt your sleep routine and cause daytime fatigue.
- **Emotional changes.** Changing hormones can lead to mood swings.

There are ways to relieve the effects of menopause. Stay away from hot drinks, alcohol and spicy foods to help prevent hot flashes. Over-the-counter lubricants may ease vaginal dryness. And regular exercise and a balanced diet can help you feel better. Be sure to get enough calcium and vitamin D, too.

### Hormone therapy

If simple ways to relieve symptoms aren't working for you, you may consider hormone therapy. Estrogen supplements can reduce hot flashes and may also strengthen your bones, helping to prevent osteoporosis.

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However, you should talk with your doctor first about hormone therapy. Recent research has linked hormone therapy to breast cancer, blood clots, heart attack and stroke. It has been recommended to use hormone therapy at the lowest dose for the shortest amount of time possible, if you and your doctor decide that the treatment is the best course for you. You can also ask your doctor about non-hormone-therapy medications.

## Pre-Menstrual Syndrome (PMS)

Many women experience premenstrual syndrome (PMS). Although the cause of PMS is unknown, it seems to be linked to hormonal changes that occur just before (and sometimes during) a woman's menstrual cycle.

PMS is different for every woman, but the following are some common symptoms:

- Abdominal cramps
- Bloating
- Breast pain
- Swollen ankles
- Feeling as if you've gained weight
- Irritability
- Aggressiveness
- Depression
- Lethargy
- Food cravings
- Headaches

This list is not all-inclusive, as symptoms can vary from woman to woman. To ease these symptoms, try a combination of short-term fixes and long-term lifestyle adjustments:

- Headaches and irritability are sometimes soothed by drinking a comforting hot beverage, like caffeine-free tea or coffee. Also try a relaxing activity like yoga or meditation.
- Over-the-counter nonsteroidal anti-inflammatory drugs (NSAID), such as ibuprofen or naproxen, can help relieve cramps. Also try putting a heating pad to your tummy or lower back.
- Make small changes to your lifestyle. Learn better ways to manage stress. Exercise regularly and eat a balanced diet.
- Increased calcium has been shown in some studies to reduce PMS. Choose more low-fat dairy products and leafy greens for your diet.

Remember to talk with your doctor before taking any medications or changing your diet.

If your symptoms are severe enough to disrupt your work or personal life, you may be experiencing premenstrual dysphoric disorder (PMDD). If you believe you have PMDD, talk to your doctor.



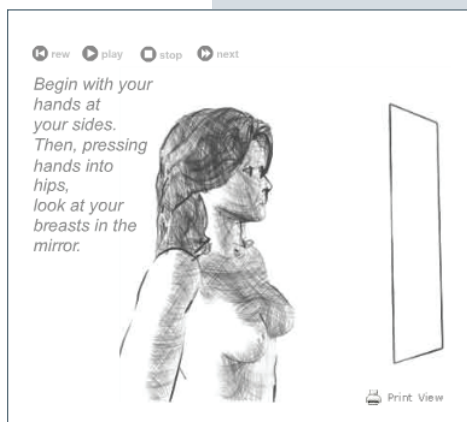
## Quick bits

### Did you know?

Did you know? May 11-17 is Women's Health week. National Women's Health Week empowers women across the country to get healthy by taking action. The nationwide initiative, coordinated by the U.S. Department of Health and Human Services' Office on Women's Health (OWH), encourages women to make their health a top priority and take simple steps for a longer, healthier and happier life. During the week, families, communities, businesses, government, health organizations and other groups work together to educate women about steps they can take to improve their physical and mental health and prevent disease.

Visit [www.womenshealth.gov](http://www.womenshealth.gov) for more information.

### 'Cool tool' of the month



#### Women's breast self-examination

In addition to your preventative exam and annual mammography (for women 40 years and older), it's a good idea to do breast self-exams on a regular basis. You may feel uneasy when you examine your breasts—especially for the first time. However, the more familiar you become with your breasts, the more you'll learn what's normal for you. Not sure where to start? Our breast self-examination tool demonstrates the step by step process. To access, log onto

[myuhc.com](http://myuhc.com), select the 'Health & Wellness' tab, select 'Cool Tools', then scroll down to Breast Self-Examination.





Please visit

**[www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans)**

to view current issues of this publication.

## Important contact information

### Where to go when you want information

**myuhc.com** Personalized tools, information and answers for managing your health care. Log on anytime 24/7 to get important benefit, claim and health information on the Internet when it is convenient for you!

**www.liveandworkwell.com** An informative Web site with a behavioral health clinician directory, comprehensive health articles and tools, and more.

**NurseLine Services:** 866-696-5846. Talk to a Registered Nurse 24 hours, seven days a week and access thousands of topics in the Health Information Library.

**Care Coordination<sup>SM</sup>** Refer to the customer service phone number on the back of your ID card.

**Definity HRA:** 800-396-6515

**PPO/Indemnity:** 877-246-4189

**Choice HMO:** 866-527-9599

**High-Deductible Health Plan:** 877-246-4195

**Retirees:** 877-246-4190

For any claims or benefit-related questions or issues, please call the customer service number on the back of your card.

### Address updates

You could be missing out on important mailings.

For active employees, please complete and submit a Dependent/Miscellaneous Update form that is available online at **[www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans)**. Forms should be completed and returned to your payroll location benefit manager.

### For retired employees, please submit the following information:

- Name
- Subscriber number from your UnitedHealthcare ID card or Social Security number
- Current address
- New address
- Telephone number
- Signature authorizing the address change

### Retirees mail to:

State Health Benefit Plan  
P.O. Box 38342  
Atlanta, GA 30334

The Connection will be made available monthly at the myuhc.com site ([www.myuhc.com/groups/gdch](http://www.myuhc.com/groups/gdch)) and at [www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans) to all State employees who are members of the UnitedHealthcare State of Georgia Health Benefit Plan.

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UnitedHealth Wellness<sup>SM</sup> is a collection of programs and services offered to UnitedHealthcare enrollees to help them stay healthy. It is not an insurance product but is offered to existing enrollees of certain products underwritten or provided by United HealthCare Insurance Company or its affiliates to encourage their participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. Therefore, some services may not be included in some programs due to state regulations. Some UnitedHealth Wellness programs and services may not be included in all medical plans for all customers and individuals.

Insurance coverage provided by or through United HealthCare Insurance Company. Health Plan coverage provided by or through United HealthCare of Georgia, Inc.

